

Granite State Employment Project Work Incentives Infrastructure Capacity Building Initiative

**October 16, 2009
Meeting Notes**

Participants: Denise Sleeper, Sheila Mahon, Karen Decker-Gendron, Nellie Goron, Peter Darling, Emily Manire, JoAnne Malloy, Deanna Johnson

1. INTRO, Implementation Drivers - Denise Sleeper-

- There will be an RFP coming out from the MIG to provide support to develop the Resource Center--- the Center will have to respond to multiple needs including the training needs of employment specialists. The information from the virtual center will also be made available in other formats including printed materials, dvd's and video clips if necessary.
- Denise talked about recent experiences with agency "re-designation" and parents are feeling the pressure around youth transition. They are receiving information from so many different angles and don't know what they need to know at this time. Very little is understood about work incentives in general and even less about student work incentives and how they tie in to youth transition. There is a need to build and evaluate competencies... use the NCHSD performance assessment tool as a guide.

-“Systems drivers” discussion:

ACTION Item:

1. The group decided to use the implementation drivers as a framework to design 2-3 pilots to go “deeper” into benefits counseling and to begin to build a Tier 2 system (per our 3-tiered model):

PILOT Design: Implementation Drivers:

1. Participant Recruitment-We need agencies and staff members who are ready to provide the support and management necessary to provide work incentives counseling to individuals with disabilities on a consistent basis:

- Targets: Region 10, Region 5 and Region 6 area agencies. These are agencies that already have MIG grants-

ACTION ITEMS: Denise Sleeper will craft an MOU for those agencies to ensure internal support. Emily will check with the director at Region 6 to gauge their interest

2. Preparation and training- We will need a curriculum and training process. We will relate the curriculum to the NCHSD competencies. The training must be connected to the project evaluation, and we will need a pre-test and test of competency. The training must include the soft skills (such as counseling).

ACTION ITEM: Nellie and JoAnne will develop the curriculum and training schedule by December 31, 2009.

3. Coaching and mentoring- There was a discussion about who should do this and how it will be supported... it will be part of the pilot costs- recommendation is that the CWICS will provide this support to the staff person. Phase 1 of the coaching would be provided by the CWIC to the staff member and phase 2 would be internal coaching by the staff person to others in his or her agency.

ACTION ITEM: Design and provide a plan and budget for this item, including number of hours for coaching, supervision (internal), and tools, etc.

4. Evaluate- Discussion about how to measure competencies and whether there will be a certification process. We will use the competencies for Tier 2 staff listed in the proposed 3-tiered framework for NH. We will also work with NCHSD's **Performance Measures** as a framework.

ACTION ITEM: Nellie and JoAnne will build a staff competency evaluation framework, process, and tools by December 31, 2009 in consultation with Barb Otto and John Coburn.

5. Program evaluation- Discussion about what to measure- (is it fair to measure the employment outcomes of people with disabilities served by the work incentives specialists in the pilot?). We will use NCHSD's **Performance Measures** as a framework and also build in surveys for trainee feedback.

ACTION ITEM: Nellie, Emily and Sheila M. will work on a program evaluation plan and measures by December 31, 2009.

6. Internal supports- We talked about building in agency support for the trainees in the pilot sites, which is why we need an MOU to start. We also agreed that there should be:

(a) Pilot site management teams- including the trainee, supervisor, project director.

(b) The trainee and agency project director will have regular conference calls or meetings with the Work Incentives Infrastructure Team to assess progress in real time and to provide support and problem solving

(THESE ITEMS WILL BE ADDRESSED ONCE THE MOUS ARE SIGNED)

7. External support- This led us to a discussion of systems and infrastructure that can support the pilot sites and seed replication:

(a) Support regional benefits planners group teams and meetings where the trainee can receive and give support from-to others and exchange information, strategies, and collaboration.

(b) The MIG State leadership Team will follow along and support the pilots, including policy changes that may be necessary to support work incentives counseling in agencies.

(c) The Work Incentives Infrastructure Team will follow along and support the pilots.

THIS STRUCTURE WILL BE ADRESSED IN JANUARY 2010 ONCE THE PILOTS HAVE BEEN DESIGNED.

Regional BP GROUPS:

Emily would like to develop a benefits planners group in the Nashua region to foster collaboration, information sharing and capacity building. We suggested these groups become support networks for the pilots and for eventually building the state infrastructure.....

ACTION ITEM: Emily will take the lead to convene a group in Nashua to begin development of a Nashua BP group.

We decided that we do not need to reconvene the larger WI group-

ACTION ITEMS:

- Denise Sleeper will let the members of the larger group know about the pilots.
- Denise will check in with Barb to see if John C. can come to NH in November to work with us on the program evaluation pieces

**NEXT MEETNG of this PILOT DESIGN GROUP: December 1, 2009:
9-11 AM Location TBD**

Respectfully Submitted,
JoAnne Malloy